

Enterprise Incident Report April 2012

As of 5/1/2012

Health

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Health	Application Services	Bart Purser	0 0	2 0	0 0	2 0
		Danielle Hood	0 0	4 0	0 0	4 0
		Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	7 7	0 0	7 7
		Paul Lundell	0 0	6 0	0 0	6 0
		Terry Forsgren	0 0	3 0	1 0	4 0
		Tony Larsen	0 0	17 0	0 0	17 0
		Assigned to Individual Total	0 0	44 7	1 0	45 7
	Application Support - IVR	Shad Lords	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - Oracle	Ryan Nicol	0 0	5 0	0 0	5 0

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			High	Low	Medium	FCR Total
Health	Application Support - Oracle	Tony Hess	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Application Support - USIIS	JC Alexander	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - WIC	Matthew Earl	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Campus Networking	Jordy Davis	0 0	5 5	0 0	5 5
		Assigned to Individual Total	0 0	5 5	0 0	5 5
	Capitol Hosting	Curtis Parker	0 0	1 0	0 0	1 0
		Danny Black	0 0	1 0	0 0	1 0
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Help Desk	Brenda Treadway	0 0	12 12	0 0	12 12
		Eileen Dubach	0 0	4 4	0 0	4 4

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			High	Low	Medium	FCR Total
Health	Help Desk	James Stearns	0	5	0	5
			0	4	0	4
		Julie VanBeekum	0	7	0	7
			0	7	0	7
		Sarah Johnson	0	1	0	1
			0	0	0	0
		Vicky Marrelli	0	14	0	14
			0	13	0	13
		Assigned to Individual Total	0	43	0	43
			0	40	0	40
	Metro A Help Desk	Cindy Schroeder	0	3	0	3
			0	3	0	3
		Assigned to Individual Total	0	3	0	3
			0	3	0	3
	Metro B Desktop Support	Bill Crowther	0	2	0	2
			0	0	0	0
		Michael Barth	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	0	0	0
	Metro B Help Desk	Gary Graham	0	1	0	1
			0	0	0	0
		Janet Hongsyvilay	0	6	0	6
			0	5	0	5
		Assigned to Individual Total	0	7	0	7
			0	5	0	5
	Metro C Help Desk	Chris Olson	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total
Health	Metro C Help Desk	Reed Stohel	0	2	0	2
			0	2	0	2
		Ross Owen	0	2	0	2
			0	2	0	2
		Assigned to Individual Total	0	5	0	5
			0	4	0	4
	Metro C West Desktop Support	Cody Flanders	0	4	0	4
			0	0	0	0
		Assigned to Individual Total	0	4	0	4
			0	0	0	0
	Metro D Desktop Support	Eldon Jenson	0	58	1	59
			0	19	0	19
		Matthew Earl	0	7	0	7
			0	7	0	7
		Michael Schmidt	0	25	0	25
			0	0	0	0
		Philip Henderson	0	61	0	61
			0	48	0	48
		Steve Gibb	0	18	0	18
			0	2	0	2
		Tina West	0	35	0	35
			0	0	0	0
		Assigned to Individual Total	0	204	1	205
			0	76	0	76
	Metro D Help Desk	Doug Brown	0	89	0	89
			0	68	0	68
		Jed Patrick	0	53	0	53
			0	39	0	39

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			High	Low	Medium	FCR Total
Health	Metro D Help Desk	John Robinson	1	45	0	46
			1	28	0	29
		Assigned to Individual Total	1	187	0	188
			1	135	0	136
	Metro D Hosting	Aaron Jeter	0	1	0	1
			0	1	0	1
		Danny Simmons	0	3	1	4
			0	0	0	0
		Sean McMillan	0	10	1	11
			0	0	0	0
		Steven Haderlie	0	17	0	17
			0	1	0	1
		Assigned to Individual Total	0	31	2	33
			0	2	0	2
	Operations Production Control	Cal Brinton	0	12	0	12
			0	3	0	3
		Christie Burnham	0	18	0	18
			0	3	0	3
		Duane Hardy	0	43	0	43
			0	18	0	18
	Rural Central Desktop Support	None	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	74	0	74
			0	24	0	24
		Paul Petersen	0	5	0	5
			0	1	0	1
		Assigned to Individual Total	0	5	0	5
			0	1	0	1

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			High	Low	Medium	FCR Total
Health	Rural North Desktop Support	Don Higgs	0	1	0	1
			0	1	0	1
		Kim Ratushniak	0	7	0	7
			0	7	0	7
		Lori Hartzell	0	2	0	2
			0	1	0	1
		Neil Smedley	0	2	0	2
			0	2	0	2
		Ruston McKay	0	5	0	5
			0	5	0	5
		Ryan Casey	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	18	0	18
			0	17	0	17
	Security	Bart Grant	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Strategic Communications	Luis Larios	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	Voice Operations	Britany Egan	0	3	0	3
			0	0	0	0
		Gail Christiansen	0	6	0	6
			0	0	0	0
		Julie Sabato	0	1	0	1
			0	0	0	0

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Health

			High	Low	Medium	FCR Total
Health	Voice Operations	Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	9 6	0 0	9 6
		Assigned to Individual Total	0 0	20 6	0 0	20 6
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	2 0	0 0	2 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Assigned Group Total		1 1	680 326	4 0	685 327
	Customer Company Total		1 1	680 326	4 0	685 327

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Health

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Health	Application Services	Bart Purser	0 0	2 0	0 0	2 0
		Danielle Hood	0 0	4 0	0 0	4 0
		Dustin Crump	0 0	5 1	0 0	5 1
		Martin Gonzalez	0 0	7 2	0 0	7 2
		Paul Lundell	0 0	6 1	0 0	6 1
		Terry Forsgren	0 0	3 1	1 0	4 1
		Tony Larsen	0 0	17 3	0 0	17 3
		Assigned to Individual Total	0 0	44 8	1 0	45 8
	Application Support - IVR	Shad Lords	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Application Support - Oracle	Ryan Nicol	0 0	5 3	0 0	5 3

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Health

			High	Low	Medium	MIR Total
Health	Application Support - Oracle	Tony Hess	0	2	0	2
			0	2	0	2
	Assigned to Individual Total		0	7	0	7
			0	5	0	5
	Application Support - USIIS	JC Alexander	0	2	0	2
			0	1	0	1
	Assigned to Individual Total		0	2	0	2
			0	1	0	1
	Application Support - WIC	Matthew Earl	0	1	0	1
			0	0	0	0
	Assigned to Individual Total		0	1	0	1
			0	0	0	0
	Campus Networking	Jordy Davis	0	5	0	5
			0	4	0	4
	Assigned to Individual Total		0	5	0	5
			0	4	0	4
	Capitol Hosting	Curtis Parker	0	1	0	1
			0	0	0	0
		Danny Black	0	1	0	1
			0	0	0	0
	Capitol Hosting	Kyle Burkhardt	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	3	0	3
			0	0	0	0
	Help Desk	Brenda Treadway	0	12	0	12
			0	0	0	0
	Help Desk	Eileen Dubach	0	4	0	4
			0	0	0	0

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Health

			High	Low	Medium	MIR Total
Health	Help Desk	James Stearns	0 0	5 0	0 0	5 0
		Julie VanBeekum	0 0	7 0	0 0	7 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	14 0	0 0	14 0
		Assigned to Individual Total	0 0	43 0	0 0	43 0
	Metro A Help Desk	Cindy Schroeder	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Bill Crowther	0 0	2 0	0 0	2 0
		Michael Barth	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Janet Hongsyvilay	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Metro C Help Desk	Chris Olson	0 0	1 1	0 0	1 1

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Health

			High	Low	Medium	MIR Total
Health	Metro C Help Desk	Reed Stohel	0 0	2 0	0 0	2 0
		Ross Owen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Metro C West Desktop Support	Cody Flanders	0 0	4 2	0 0	4 2
		Assigned to Individual Total	0 0	4 2	0 0	4 2
	Metro D Desktop Support	Eldon Jenson	0 0	58 6	1 0	59 6
		Matthew Earl	0 0	7 0	0 0	7 0
		Michael Schmidt	0 0	25 1	0 0	25 1
		Philip Henderson	0 0	61 1	0 0	61 1
		Steve Gibb	0 0	18 0	0 0	18 0
		Tina West	0 0	35 3	0 0	35 3
		Assigned to Individual Total	0 0	204 11	1 0	205 11
	Metro D Help Desk	Doug Brown	0 0	89 4	0 0	89 4
		Jed Patrick	0 0	53 2	0 0	53 2

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Health

			High	Low	Medium	MIR Total
Health	Metro D Help Desk	John Robinson	1 0	45 3	0 0	46 3
		Assigned to Individual Total	1 0	187 9	0 0	188 9
	Metro D Hosting	Aaron Jeter	0 0	1 0	0 0	1 0
		Danny Simmons	0 0	3 0	1 0	4 0
		Sean McMillan	0 0	10 1	1 0	11 1
		Steven Haderlie	0 0	17 1	0 0	17 1
		Assigned to Individual Total	0 0	31 2	2 0	33 2
	Operations Production Control	Cal Brinton	0 0	12 0	0 0	12 0
		Christie Burnham	0 0	18 1	0 0	18 1
		Duane Hardy	0 0	43 1	0 0	43 1
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	74 2	0 0	74 2
	Rural Central Desktop Support	Paul Petersen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0

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			High	Low	Medium	MIR Total
Health	Rural North Desktop Support	Don Higgs	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	7 0	0 0	7 0
		Lori Hartzell	0 0	2 0	0 0	2 0
		Neil Smedley	0 0	2 0	0 0	2 0
		Ruston McKay	0 0	5 0	0 0	5 0
		Ryan Casey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	18 0	0 0	18 0
	Security	Bart Grant	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice Operations	Britany Egan	0 0	3 0	0 0	3 0
		Gail Christiansen	0 0	6 0	0 0	6 0
		Julie Sabato	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Health	Voice Operations	Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	20 0	0 0	20 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	2 0	0 0	2 0
		T Artis	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Assigned Group Total		1 0	680 47	4 0	685 47
Customer Company Total			1 0	680 47	4 0	685 47

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Health

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Health	Application Services	Bart Purser	0 0.00	2 0.44	0 0.00	2 0.44
		Danielle Hood	0 0.00	4 0.36	0 0.00	4 0.36
		Dustin Crump	0 0.00	5 0.38	0 0.00	5 0.38
		Martin Gonzalez	0 0.00	7 0.76	0 0.00	7 0.76
		Paul Lundell	0 0.00	6 0.36	0 0.00	6 0.36
		Terry Forsgren	0 0.00	3 0.93	1 0.25	4 0.76
		Tony Larsen	0 0.00	17 0.80	0 0.00	17 0.80
		Assigned to Individual Total	0 0.00	44 0.64	1 0.25	45 0.63
	Application Support - IVR	Shad Lords	0 0.00	2 2.83	0 0.00	2 2.83
		Assigned to Individual Total	0 0.00	2 2.83	0 0.00	2 2.83
	Application Support - Oracle	Ryan Nicol	0 0.00	5 142.98	0 0.00	5 142.98

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			High	Low	Medium	ATTIR Total
Health	Application Support - Oracle	Tony Hess	0 0.00	2 6.00	0 0.00	2 6.00
		Assigned to Individual Total	0 0.00	7 103.85	0 0.00	7 103.85
	Application Support - USIIS	JC Alexander	0 0.00	2 3.43	0 0.00	2 3.43
		Assigned to Individual Total	0 0.00	2 3.43	0 0.00	2 3.43
	Application Support - WIC	Matthew Earl	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Campus Networking	Jordy Davis	0 0.00	5 17.26	0 0.00	5 17.26
		Assigned to Individual Total	0 0.00	5 17.26	0 0.00	5 17.26
	Capitol Hosting	Curtis Parker	0 0.00	1 0.00	0 0.00	1 0.00
		Danny Black	0 0.00	1 0.57	0 0.00	1 0.57
		Kyle Burkhardt	0 0.00	1 0.35	0 0.00	1 0.35
		Assigned to Individual Total	0 0.00	3 0.31	0 0.00	3 0.31
	Help Desk	Brenda Treadway	0 0.00	12 0.03	0 0.00	12 0.03
		Eileen Dubach	0 0.00	4 0.00	0 0.00	4 0.00

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			High	Low	Medium	ATTIR Total
Health	Help Desk	James Stearns	0 0.00	5 0.14	0 0.00	5 0.14
		Julie VanBeekum	0 0.00	7 0.11	0 0.00	7 0.11
		Sarah Johnson	0 0.00	1 0.10	0 0.00	1 0.10
		Vicky Marrelli	0 0.00	14 0.04	0 0.00	14 0.04
		Assigned to Individual Total	0 0.00	43 0.06	0 0.00	43 0.06
	Metro A Help Desk	Cindy Schroeder	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro B Desktop Support	Bill Crowther	0 0.00	2 0.25	0 0.00	2 0.25
		Michael Barth	0 0.00	3 0.27	0 0.00	3 0.27
		Assigned to Individual Total	0 0.00	5 0.26	0 0.00	5 0.26
	Metro B Help Desk	Gary Graham	0 0.00	1 0.23	0 0.00	1 0.23
		Janet Hongsyvilay	0 0.00	6 0.04	0 0.00	6 0.04
		Assigned to Individual Total	0 0.00	7 0.06	0 0.00	7 0.06
	Metro C Help Desk	Chris Olson	0 0.00	1 1.23	0 0.00	1 1.23

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			High	Low	Medium	ATTIR Total
Health	Metro C Help Desk	Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Ross Owen	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 0.25	0 0.00	5 0.25
	Metro C West Desktop Support	Cody Flanders	0 0.00	4 0.80	0 0.00	4 0.80
		Assigned to Individual Total	0 0.00	4 0.80	0 0.00	4 0.80
	Metro D Desktop Support	Eldon Jenson	0 0.00	58 0.40	1 0.12	59 0.40
		Matthew Earl	0 0.00	7 0.00	0 0.00	7 0.00
		Michael Schmidt	0 0.00	25 0.41	0 0.00	25 0.41
		Philip Henderson	0 0.00	61 0.15	0 0.00	61 0.15
		Steve Gibb	0 0.00	18 0.30	0 0.00	18 0.30
		Tina West	0 0.00	35 0.41	0 0.00	35 0.41
		Assigned to Individual Total	0 0.00	204 0.31	1 0.12	205 0.31
	Metro D Help Desk	Doug Brown	0 0.00	89 0.12	0 0.00	89 0.12
		Jed Patrick	0 0.00	53 0.15	0 0.00	53 0.15

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			High	Low	Medium	ATTIR Total
Health	Metro D Help Desk	John Robinson	1 0.00	45 0.18	0 0.00	46 0.18
		Assigned to Individual Total	1 0.00	187 0.15	0 0.00	188 0.14
	Metro D Hosting	Aaron Jeter	0 0.00	1 0.00	0 0.00	1 0.00
		Danny Simmons	0 0.00	3 0.48	1 0.00	4 0.36
		Sean McMillan	0 0.00	10 0.32	1 0.12	11 0.30
		Steven Haderlie	0 0.00	17 0.42	0 0.00	17 0.42
		Assigned to Individual Total	0 0.00	31 0.38	2 0.06	33 0.36
	Operations Production Control	Cal Brinton	0 0.00	12 0.19	0 0.00	12 0.19
		Christie Burnham	0 0.00	18 0.20	0 0.00	18 0.20
		Duane Hardy	0 0.00	43 0.15	0 0.00	43 0.15
		None	0 0.00	1 0.19	0 0.00	1 0.19
		Assigned to Individual Total	0 0.00	74 0.17	0 0.00	74 0.17
	Rural Central Desktop Support	Paul Petersen	0 0.00	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	0 0.00	5 0.00	0 0.00	5 0.00

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			High	Low	Medium	ATTIR Total
Health	Rural North Desktop Support	Don Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		Kim Ratushniak	0 0.00	7 0.00	0 0.00	7 0.00
		Lori Hartzell	0 0.00	2 0.12	0 0.00	2 0.12
		Neil Smedley	0 0.00	2 0.00	0 0.00	2 0.00
		Ruston McKay	0 0.00	5 0.00	0 0.00	5 0.00
		Ryan Casey	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	18 0.01	0 0.00	18 0.01
	Security	Bart Grant	0 0.00	2 0.43	0 0.00	2 0.43
		Assigned to Individual Total	0 0.00	2 0.43	0 0.00	2 0.43
	Strategic Communications	Luis Larios	0 0.00	3 0.47	0 0.00	3 0.47
		Assigned to Individual Total	0 0.00	3 0.47	0 0.00	3 0.47
	Voice Operations	Britany Egan	0 0.00	3 0.26	0 0.00	3 0.26
		Gail Christiansen	0 0.00	6 0.22	0 0.00	6 0.22
		Julie Sabato	0 0.00	1 0.18	0 0.00	1 0.18

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Health

			High	Low	Medium	ATTIR Total
Health	Voice Operations	Kelly Johnson	0 0.00	1 0.50	0 0.00	1 0.50
		Romanza Hamblin Sorensen	0 0.00	9 0.19	0 0.00	9 0.19
		Assigned to Individual Total	0 0.00	20 0.23	0 0.00	20 0.23
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.16	0 0.00	1 0.16
		Mike Johnson	0 0.00	2 0.42	0 0.00	2 0.42
		T Artis	0 0.00	2 0.73	0 0.00	2 0.73
		Assigned to Individual Total	0 0.00	5 0.49	0 0.00	5 0.49
	Assigned Group Total		1 0.00	680 1.45	4 0.12	685 1.44
Customer Company Total			1 0.00	680 1.45	4 0.12	685 1.44

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Health	Application Services	Bart Purser	0 0	2 0	0 0	2 0
		Danielle Hood	0 0	4 2	0 0	4 2
		Dustin Crump	0 0	5 0	0 0	5 0
		Martin Gonzalez	0 0	7 1	0 0	7 1
		Paul Lundell	0 0	6 0	0 0	6 0
		Terry Forsgren	0 0	3 0	1 0	4 0
		Tony Larsen	0 0	17 1	0 0	17 1
		Assigned to Individual Total	0 0	44 4	1 0	45 4
	Application Support - IVR	Shad Lords	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - Oracle	Ryan Nicol	0 0	5 3	0 0	5 3

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Health

			High	Low	Medium	MR Total
Health	Application Support - Oracle	Tony Hess	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	7 4	0 0	7 4
	Application Support - USIIS	JC Alexander	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Application Support - WIC	Matthew Earl	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Campus Networking	Jordy Davis	0 0	5 4	0 0	5 4
		Assigned to Individual Total	0 0	5 4	0 0	5 4
	Capitol Hosting	Curtis Parker	0 0	1 1	0 0	1 1
		Danny Black	0 0	1 0	0 0	1 0
		Kyle Burkhardt	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Help Desk	Brenda Treadway	0 0	12 0	0 0	12 0
		Eileen Dubach	0 0	4 0	0 0	4 0

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Health

			High	Low	Medium	MR Total
Health	Help Desk	James Stearns	0 0	5 0	0 0	5 0
		Julie VanBeekum	0 0	7 0	0 0	7 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	14 0	0 0	14 0
		Assigned to Individual Total	0 0	43 0	0 0	43 0
	Metro A Help Desk	Cindy Schroeder	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Desktop Support	Bill Crowther	0 0	2 1	0 0	2 1
		Michael Barth	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Janet Hongsyvilay	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Metro C Help Desk	Chris Olson	0 0	1 0	0 0	1 0

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Health

			High	Low	Medium	MR Total
Health	Metro C Help Desk	Reed Stohel	0 0	2 0	0 0	2 0
		Ross Owen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro C West Desktop Support	Cody Flanders	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Metro D Desktop Support	Eldon Jenson	0 0	58 0	1 0	59 0
		Matthew Earl	0 0	7 0	0 0	7 0
		Michael Schmidt	0 0	25 0	0 0	25 0
		Philip Henderson	0 0	61 5	0 0	61 5
		Steve Gibb	0 0	18 0	0 0	18 0
		Tina West	0 0	35 0	0 0	35 0
		Assigned to Individual Total	0 0	204 5	1 0	205 5
	Metro D Help Desk	Doug Brown	0 0	89 0	0 0	89 0
		Jed Patrick	0 0	53 0	0 0	53 0

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Health

			High	Low	Medium	MR Total
Health	Metro D Help Desk	John Robinson	1 0	45 0	0 0	46 0
		Assigned to Individual Total	1 0	187 0	0 0	188 0
	Metro D Hosting	Aaron Jeter	0 0	1 0	0 0	1 0
		Danny Simmons	0 0	3 0	1 0	4 0
		Sean McMillan	0 0	10 0	1 0	11 0
		Steven Haderlie	0 0	17 0	0 0	17 0
		Assigned to Individual Total	0 0	31 0	2 0	33 0
	Operations Production Control	Cal Brinton	0 0	12 0	0 0	12 0
		Christie Burnham	0 0	18 0	0 0	18 0
		Duane Hardy	0 0	43 0	0 0	43 0
		None	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	74 0	0 0	74 0
	Rural Central Desktop Support	Paul Petersen	0 0	5 0	0 0	5 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0

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Health

			High	Low	Medium	MR Total
Health	Rural North Desktop Support	Don Higgs	0 0	1 0	0 0	1 0
		Kim Ratushniak	0 0	7 0	0 0	7 0
		Lori Hartzell	0 0	2 0	0 0	2 0
		Neil Smedley	0 0	2 0	0 0	2 0
		Ruston McKay	0 0	5 0	0 0	5 0
		Ryan Casey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	18 0	0 0	18 0
	Security	Bart Grant	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Luis Larios	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Voice Operations	Britany Egan	0 0	3 0	0 0	3 0
		Gail Christiansen	0 0	6 1	0 0	6 1
		Julie Sabato	0 0	1 0	0 0	1 0

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Health

			High	Low	Medium	MR Total
Health	Voice Operations	Kelly Johnson	0 0	1 0	0 0	1 0
		Romanza Hamblin Sorensen	0 0	9 0	0 0	9 0
		Assigned to Individual Total	0 0	20 1	0 0	20 1
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	2 0	0 0	2 0
		T Artis	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Assigned Group Total		1 0	680 21	4 0	685 21
Customer Company Total		1 0	680 21	4 0	685 21	

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Health

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Health	Application Services	Bart Purser	0 0.00	2 0.97	0 0.00	2 0.97
		Danielle Hood	0 0.00	4 3.68	0 0.00	4 3.68
		Dustin Crump	0 0.00	5 0.55	0 0.00	5 0.55
		Martin Gonzalez	0 0.00	7 5.04	0 0.00	7 5.04
		Paul Lundell	0 0.00	6 0.71	0 0.00	6 0.71
		Terry Forsgren	0 0.00	3 1.09	1 0.56	4 0.96
		Tony Larsen	0 0.00	17 2.70	0 0.00	17 2.70
		Assigned to Individual Total	0 0.00	44 2.46	1 0.56	45 2.41
	Application Support - IVR	Shad Lords	0 0.00	2 5.38	0 0.00	2 5.38
		Assigned to Individual Total	0 0.00	2 5.38	0 0.00	2 5.38
	Application Support - Oracle	Ryan Nicol	0 0.00	5 143.72	0 0.00	5 143.72

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Health

			High	Low	Medium	ATTR Total
Health	Application Support - Oracle	Tony Hess	0 0.00	2 6.00	0 0.00	2 6.00
		Assigned to Individual Total	0 0.00	7 104.37	0 0.00	7 104.37
	Application Support - USIIS	JC Alexander	0 0.00	2 3.43	0 0.00	2 3.43
		Assigned to Individual Total	0 0.00	2 3.43	0 0.00	2 3.43
	Application Support - WIC	Matthew Earl	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Campus Networking	Jordy Davis	0 0.00	5 19.15	0 0.00	5 19.15
		Assigned to Individual Total	0 0.00	5 19.15	0 0.00	5 19.15
	Capitol Hosting	Curtis Parker	0 0.00	1 12.56	0 0.00	1 12.56
		Danny Black	0 0.00	1 1.95	0 0.00	1 1.95
		Kyle Burkhardt	0 0.00	1 1.43	0 0.00	1 1.43
		Assigned to Individual Total	0 0.00	3 5.31	0 0.00	3 5.31
	Help Desk	Brenda Treadway	0 0.00	12 0.03	0 0.00	12 0.03
		Eileen Dubach	0 0.00	4 0.00	0 0.00	4 0.00

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Health

			High	Low	Medium	ATTR Total
Health	Help Desk	James Stearns	0 0.00	5 0.14	0 0.00	5 0.14
		Julie VanBeekum	0 0.00	7 0.11	0 0.00	7 0.11
		Sarah Johnson	0 0.00	1 1.28	0 0.00	1 1.28
		Vicky Marrelli	0 0.00	14 0.20	0 0.00	14 0.20
		Assigned to Individual Total	0 0.00	43 0.14	0 0.00	43 0.14
	Metro A Help Desk	Cindy Schroeder	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	3 0.00	0 0.00	3 0.00
	Metro B Desktop Support	Bill Crowther	0 0.00	2 3.55	0 0.00	2 3.55
		Michael Barth	0 0.00	3 2.07	0 0.00	3 2.07
		Assigned to Individual Total	0 0.00	5 2.66	0 0.00	5 2.66
	Metro B Help Desk	Gary Graham	0 0.00	1 0.35	0 0.00	1 0.35
		Janet Hongsyvilay	0 0.00	6 0.08	0 0.00	6 0.08
		Assigned to Individual Total	0 0.00	7 0.12	0 0.00	7 0.12
	Metro C Help Desk	Chris Olson	0 0.00	1 1.23	0 0.00	1 1.23

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Health

			High	Low	Medium	ATTR Total
Health	Metro C Help Desk	Reed Stohel	0 0.00	2 0.00	0 0.00	2 0.00
		Ross Owen	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	5 0.25	0 0.00	5 0.25
	Metro C West Desktop Support	Cody Flanders	0 0.00	4 2.49	0 0.00	4 2.49
		Assigned to Individual Total	0 0.00	4 2.49	0 0.00	4 2.49
	Metro D Desktop Support	Eldon Jenson	0 0.00	58 1.64	1 3.65	59 1.68
		Matthew Earl	0 0.00	7 0.00	0 0.00	7 0.00
		Michael Schmidt	0 0.00	25 1.38	0 0.00	25 1.38
		Philip Henderson	0 0.00	61 2.03	0 0.00	61 2.03
		Steve Gibb	0 0.00	18 1.54	0 0.00	18 1.54
		Tina West	0 0.00	35 1.31	0 0.00	35 1.31
		Assigned to Individual Total	0 0.00	204 1.60	1 3.65	205 1.61
	Metro D Help Desk	Doug Brown	0 0.00	89 0.21	0 0.00	89 0.21
		Jed Patrick	0 0.00	53 0.31	0 0.00	53 0.31

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Health

			High	Low	Medium	ATTR Total
Health	Metro D Help Desk	John Robinson	1 0.00	45 0.40	0 0.00	46 0.40
		Assigned to Individual Total	1 0.00	187 0.29	0 0.00	188 0.28
	Metro D Hosting	Aaron Jeter	0 0.00	1 0.36	0 0.00	1 0.36
		Danny Simmons	0 0.00	3 0.51	1 0.00	4 0.38
		Sean McMillan	0 0.00	10 1.17	1 0.69	11 1.12
		Steven Haderlie	0 0.00	17 1.88	0 0.00	17 1.88
		Assigned to Individual Total	0 0.00	31 1.47	2 0.34	33 1.40
	Operations Production Control	Cal Brinton	0 0.00	12 0.34	0 0.00	12 0.34
		Christie Burnham	0 0.00	18 0.26	0 0.00	18 0.26
		Duane Hardy	0 0.00	43 0.21	0 0.00	43 0.21
		None	0 0.00	1 0.36	0 0.00	1 0.36
		Assigned to Individual Total	0 0.00	74 0.25	0 0.00	74 0.25
	Rural Central Desktop Support	Paul Petersen	0 0.00	5 1.64	0 0.00	5 1.64
		Assigned to Individual Total	0 0.00	5 1.64	0 0.00	5 1.64

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Health

			High	Low	Medium	ATTR Total
Health	Rural North Desktop Support	Don Higgs	0 0.00	1 2.74	0 0.00	1 2.74
		Kim Ratuszniak	0 0.00	7 0.00	0 0.00	7 0.00
		Lori Hartzell	0 0.00	2 0.12	0 0.00	2 0.12
		Neil Smedley	0 0.00	2 0.00	0 0.00	2 0.00
		Ruston McKay	0 0.00	5 0.00	0 0.00	5 0.00
		Ryan Casey	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	18 0.17	0 0.00	18 0.17
	Security	Bart Grant	0 0.00	2 1.79	0 0.00	2 1.79
		Assigned to Individual Total	0 0.00	2 1.79	0 0.00	2 1.79
	Strategic Communications	Luis Larios	0 0.00	3 2.76	0 0.00	3 2.76
		Assigned to Individual Total	0 0.00	3 2.76	0 0.00	3 2.76
	Voice Operations	Britany Egan	0 0.00	3 0.48	0 0.00	3 0.48
		Gail Christiansen	0 0.00	6 2.65	0 0.00	6 2.65
		Julie Sabato	0 0.00	1 0.23	0 0.00	1 0.23

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Health

			High	Low	Medium	ATTR Total
Health	Voice Operations	Kelly Johnson	0 0.00	1 2.02	0 0.00	1 2.02
		Romanza Hamblin Sorensen	0 0.00	9 0.85	0 0.00	9 0.85
		Assigned to Individual Total	0 0.00	20 1.36	0 0.00	20 1.36
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.42	0 0.00	1 0.42
		Mike Johnson	0 0.00	2 0.88	0 0.00	2 0.88
		T Artis	0 0.00	2 0.73	0 0.00	2 0.73
		Assigned to Individual Total	0 0.00	5 0.73	0 0.00	5 0.73
	Assigned Group Total		1 0.00	680 2.21	4 1.23	685 2.20
	Customer Company Total		1 0.00	680 2.21	4 1.23	685 2.20

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Health

Detail

INC000000453840	Shaheen Hossain	Network	Error	Novell GroupWise	TIR Missed: Yes	2.50
	Application Services	Tony Larsen	Health	Low Closed	TTR Missed: No	3.30
INC000000457850	Tracy Barkley	Application	None	Medicaid Managed Care System	TIR Missed: Yes	384.24
	Application Support - Oracle	Ryan Nicol	Health	Low Closed	TTR Missed: Yes	384.24
INC000000463541	Tracy Barkley	Application	Error	Medicaid Managed Care System	TIR Missed: Yes	318.94
	Application Support - Oracle	Ryan Nicol	Health	Low Closed	TTR Missed: Yes	318.94
INC000000469828	Marcia A Crampton	Application	Error	Citrix ICA Client	TIR Missed: No	0.43
	Application Services	Tony Larsen	Health	Low Resolved	TTR Missed: No	2.68
INC000000477008	Chuck Adan	Telecom	Feature	Telephone	TIR Missed: No	0.28
	Application Support - IVR	Shad Lords	Health	Low Resolved	TTR Missed: No	5.38
INC000000477008	Chuck Adan	Telecom	Feature	Telephone	TIR Missed: Yes	5.38
	Application Support - IVR	Shad Lords	Health	Low Resolved	TTR Missed: No	5.38
INC000000478672	Lynne Nilson	None	None	None	TIR Missed: No	0.00
	Application Services	Paul Lundell	Health	Low Closed	TTR Missed: No	0.10
INC000000479877	Zachary Burningham	None	None	None	TIR Missed: Yes	1.92
	Metro D Hosting	Steven Haderlie	Health	Low Closed	TTR Missed: No	5.91
INC000000481784	Sarah Roundy	Application	Reporting	Citrix ICA Client	TIR Missed: Yes	2.05
	Application Services	Terry Forsgren	Health	Low Closed	TTR Missed: No	2.10
INC000000483390	Curtis Burk	Application	Error	Novell GroupWise	TIR Missed: No	0.11
	Application Services	Tony Larsen	Health	Low Closed	TTR Missed: No	5.52
INC000000484079	Carma Mordecai	Application	Error	Novell GroupWise	TIR Missed: Yes	4.84
	Application Services	Tony Larsen	Health	Low Closed	TTR Missed: No	5.63
INC000000484699	Susan Ord	Application	Error	Novell GroupWise	TIR Missed: Yes	1.00
	Application Services	Martin Gonzalez	Health	Low Closed	TTR Missed: No	1.49
INC000000484943	Meghan Baruth	Application	Error	Novell GroupWise	TIR Missed: No	0.62
	Application Services	Martin Gonzalez	Health	Low Closed	TTR Missed: Yes	29.01
INC000000485234	Bobbie Lou Anderson	None	None	None	TIR Missed: No	0.29
	Application Services	Tony Larsen	Health	Low Closed	TTR Missed: No	5.23
INC000000486242	Nancy McConnell	Network	None	None	TIR Missed: Yes	1.05
	Campus Networking	Jordy Davis	Health	Low Closed	TTR Missed: Yes	7.85
INC000000487461	Cheri Shubert	Telecom	Hardware	Telephone	TIR Missed: No	0.38
	Voice/Data/WAN Services	Mike Johnson	Health	Low Closed	TTR Missed: No	1.20

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Health

INC000000487536	Carmen Dickson	Telecom	Hardware	Telephone		TIR Missed: No	0.45
	Voice/Data/WAN Services	Mike Johnson	Health	Low	Closed	TTR Missed: No	0.56
INC000000487661	Jason Stewart	Application	Error	Novell GroupWise		TIR Missed: Yes	1.07
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	5.98
INC000000487735	John Houskeeper	Application	None	Adobe Acrobat		TIR Missed: Yes	1.17
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	5.60
INC000000488391	Jane Johnson	PC/Laptop	Error	None		TIR Missed: No	0.43
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.07
INC000000488583	Carolyn Lund	Application	Error	Gmail		TIR Missed: No	0.29
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	0.38
INC000000488631	Peter Taillac	PC/Laptop	Error	None		TIR Missed: No	0.51
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.56
INC000000488780	Cheri Shubert	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.01
INC000000488808	Debra McBride	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000488862	Candace Bleazard	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000488882	Kathleen Pollock	Application	Password	Utah Master Directory		TIR Missed: No	0.06
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.06
INC000000488883	Cynthia Alexander	PC/Laptop	Performance	None		TIR Missed: No	0.16
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.68
INC000000488899	Julia Robertson	Telecom	None	None		TIR Missed: No	0.13
	Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	4.49
INC000000488925	Aliese Franck	Network	Performance	None		TIR Missed: No	0.11
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.54
INC000000488957	Harper Randall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000488999	Keith Swenson	Application	Error	Novell GroupWise		TIR Missed: No	0.72
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: Yes	6.09
INC000000489079	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.11
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.21
INC000000489090	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.10
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.17

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Health

INC000000489096	Nanette Waters Operations Production Control	Mainframe Duane Hardy	Password Health	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.18
INC000000489121	Jodi Finlayson Metro D Help Desk	Print/Copy/Scan/Fax Jed Patrick	Incident Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.90
INC000000489127	Iona Thraen Application Services	None Danielle Hood	None Health	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.32 6.86
INC000000489162	Adrienne Alward Application Services	Mobile Devices Danielle Hood	None Health	BlackBerry Configuration Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 6.58
INC000000489207	Russ Labrum Metro D Help Desk	Application John Robinson	Password Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000489226	Nanette Waters Application Services	Application Martin Gonzalez	Error Health	Gmail Low	Closed	TIR Missed: Yes TTR Missed: No	2.08 2.40
INC000000489238	Nanette Waters Operations Production Control	Application Cal Brinton	Password Health	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.09 0.09
INC000000489314	Shaheen Hossain Metro D Desktop Support	PC/Laptop Michael Schmidt	Error Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.17 2.45
INC000000489332	Kelsy Young Metro D Help Desk	Network John Robinson	Error Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	1.07 4.09
INC000000489458	Kathy Cordova Metro D Desktop Support	Application Steve Gibb	Error Health	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.23 1.51
INC000000489490	Emily Sagers Voice Operations	Telecom Kelly Johnson	Feature Health	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.50 2.02
INC000000489551	Shanna Anderson Metro D Desktop Support	PC/Laptop Michael Schmidt	Hardware Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.20 1.63
INC000000489555	Paola Velez Metro D Desktop Support	Application Matthew Earl	Error Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000489559	Don Wood Metro D Help Desk	None Jed Patrick	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000489577	Janet Scarlet Help Desk	Application Vicky Marrelli	Error Health	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.10 0.10
INC000000489583	Tracy Barkley Metro D Help Desk	Application Doug Brown	None Health	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	0.14 1.87
INC000000489598	Rebecca Perry Help Desk	Application Brenda Treadway	Password Health	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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Health

INC000000489600	Rett Hansen	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000489618	Rett Hansen	Telecom	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000489621	Tori Welling	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000489624	Kathy Cordova	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.48
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.79
INC000000489626	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000489658	Alexandra Davis	PC/Laptop	Password	None		TIR Missed: No	0.47
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.88
INC000000489661	Erin Olsen	Application	None	Microsoft Office Professional 20		TIR Missed: No	0.80
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.80
INC000000489670	Kelsy Young	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000489695	Larene Adams	None	None	None		TIR Missed: No	0.09
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.84
INC000000489705	Toni Shepard	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000489712	Barbara Brownell	None	None	None		TIR Missed: Yes	10.83
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: Yes	10.83
INC000000489714	Barbara Brownell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.03
INC000000489715	Michelle Smith	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000489716	Michelle Smith	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000489735	Brenda Bryant	None	None	None		TIR Missed: No	0.00
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	0.06
INC000000489774	Judy Harris	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000489816	Mary Kienitz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00

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INC000000489845	Nita Jensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000489856	Chris Sandoval	Application	Error	Adobe Acrobat	TIR Missed: No	0.28
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	2.55
INC000000489868	Carol Lowder	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000489871	Janet Scarlet	Application	None	Novell GroupWise	TIR Missed: No	0.59
	Application Services	Paul Lundell	Health	Low Closed	TTR Missed: No	0.89
INC000000489875	Jacob Madsen	Application	Error	None	TIR Missed: No	0.03
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	5.64
INC000000489878	Julie Mark	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000489897	Blake Minardi	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000489898	Lanette Sorensen	None	None	None	TIR Missed: No	0.29
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	2.47
INC000000489998	Jill Winslow	Application	Error	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low Closed	TTR Missed: No	0.00
INC000000490011	Nasrin Zandkarimi	Application	Error	None	TIR Missed: No	0.11
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	1.61
INC000000490030	Marie Nagata	Application	Error	Microsoft Access 2007	TIR Missed: No	0.12
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: Yes	7.12
INC000000490052	Debbie Bennion	Application	Password	None	TIR Missed: No	0.13
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	2.12
INC000000490068	Nghia Nguyen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000490097	Brent Curtis	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.31
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.31
INC000000490111	Rich Lakin	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.00
INC000000490134	Randa Pickle	Application	Error	Microsoft Word	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000490136	Wanda Gutierrez	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low Closed	TTR Missed: No	0.00

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INC000000490155	Rebecca Ward	Application	Error	Microsoft Access		TIR Missed: Yes	1.08
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	3.64
INC000000490196	Nasrin Zandkarimi	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.43
INC000000490235	Jennifer Markos	PC/Laptop	Hardware	None		TIR Missed: No	0.25
	Rural North Desktop Support	Lori Hartzell	Health	Low	Closed	TTR Missed: No	0.25
INC000000490248	Sylinda Lee	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro D Desktop Support	Eldon Jenson	Health	Medium	Closed	TTR Missed: No	3.65
INC000000490274	Cynthia Nelson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000490292	Lori Smith	PC/Laptop	None	None		TIR Missed: Yes	1.26
	Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	3.93
INC000000490312	Rodney Hopkins	Application	Error	Microsoft Word		TIR Missed: No	0.17
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	2.58
INC000000490356	Amanda Yoshida	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.04
INC000000490376	Dorrie Reese	PC/Laptop	Error	None		TIR Missed: No	0.99
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.99
INC000000490386	Marcel Bibeault	Application	Error	None		TIR Missed: No	0.76
	Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	2.05
INC000000490391	Lizeth Hernandez	Application	Error	Citrix ICA Client		TIR Missed: No	0.51
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.52
INC000000490432	Shaheen Hossain	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	3.57
INC000000490456	Mary Parks	Application	Error	None		TIR Missed: Yes	1.13
	Metro C West Desktop Support	Cody Flanders	Health	Low	Closed	TTR Missed: No	1.22
INC000000490509	Robert Jex	Application	Error	None		TIR Missed: No	0.57
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	4.70
INC000000490531	Al Romeo	Server	None	None		TIR Missed: No	0.42
	Security	Bart Grant	Health	Low	Closed	TTR Missed: No	2.15
INC000000490566	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.10
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.25
INC000000490596	Jennefer Brynjulfson	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00

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INC000000490597	Jeff Mulitalo	Network	None	None		TIR Missed: No	0.71
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.82
INC000000490612	Carolyn ellis	Telecom	Voice Mail	Telephone		TIR Missed: No	0.47
	Voice Operations	Britany Egan	Health	Low	Closed	TTR Missed: No	0.47
INC000000490619	Courtney Nelson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000490685	Karen Packard	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000490702	Dayna Christenson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000490704	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000490744	Dayna Christenson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.15
INC000000490758	Mitzi Bigelow	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.07
INC000000490787	Mike Martin	Application	Error	Electronic Rules Filing		TIR Missed: No	0.27
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.27
INC000000490790	Meghan Balough	Application	Error	Mozilla Firefox		TIR Missed: No	0.19
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	5.87
INC000000490796	Laurie Hampshire	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000490800	Debbie Snyder	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000490804	Krista Royall	PC/Laptop	Hardware	None		TIR Missed: No	0.04
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.37
INC000000490856	Jenny Farnes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000490861	Cheryl Gunnell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000490867	Mitzi Bigelow	None	None	None		TIR Missed: No	0.07
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.09
INC000000490882	David Greco	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00

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INC000000490890	Jodie Pond	Application	Error	None		TIR Missed: No	0.16
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	5.47
INC000000490913	Sandy Spencer	Application	Error	None		TIR Missed: Yes	1.06
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.70
INC000000490919	Burdean Wirtz	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Britany Egan	Health	Low	Closed	TTR Missed: No	0.26
INC000000491017	Nanette Waters	None	None	None		TIR Missed: No	0.33
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.33
INC000000491027	Merna Allen	PC/Laptop	Error	None		TIR Missed: No	0.11
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	4.03
INC000000491037	Mitzi Bigelow	None	None	None		TIR Missed: No	0.38
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.40
INC000000491040	Jan Kilpack	Application	Error	Symantec AntiVirus		TIR Missed: No	0.33
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.73
INC000000491042	Robert Jex	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000491055	Sarah Mangone	Application	Error	None		TIR Missed: Yes	1.30
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.53
INC000000491089	Diane J Hutchinson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000491102	Joan Isom	PC/Laptop	Performance	None		TIR Missed: No	0.68
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.98
INC000000491152	Michelle Muirbrook	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000491176	Mitzi Bigelow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.00
INC000000491180	Jerry Carlile	Application	Reporting	None		TIR Missed: No	0.25
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.73
INC000000491196	Mitzi Bigelow	Mainframe	Password	Medicaid Managed Information :		TIR Missed: No	0.13
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.13
INC000000491228	Lori Savoie	EIS Hardware	None	None		TIR Missed: No	0.20
	Strategic Communications	Luis Larios	Health	Low	Closed	TTR Missed: No	3.28
INC000000491243	Teresa Garrett	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00

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INC000000491254	Meghan Balough	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.07
INC000000491298	Emma Wirkus	Application	Error	Novell GroupWise		TIR Missed: No	0.98
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.49
INC000000491315	Marsha Leen-Mitchell	Telecom	Dial Tone	Telephone		TIR Missed: No	0.46
	Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	0.46
INC000000491380	Rebecca Giles	Telecom	Voice Mail	Telephone		TIR Missed: No	0.29
	Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	0.29
INC000000491381	Rebecca Giles	Telecom	Voice Mail	Telephone		TIR Missed: No	0.27
	Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: No	0.27
INC000000491382	Vivian Giles	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000491387	Jennifer Markos	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Health	Low	Closed	TTR Missed: No	0.00
INC000000491407	Irene Petrogeorge	Application	Error	None		TIR Missed: No	0.41
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	1.12
INC000000491409	Merna Allen	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000491418	Marilyn Howe	Application	Error	Gmail		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000491429	Deborah Judd	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000491476	Irene Petrogeorge	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000491478	Debbie Headden	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000491482	Marie Nagata	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.63
INC000000491486	Owen Quinonez	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000491504	Jodie Pond	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.08
INC000000491506	Merna Allen	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.05

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INC000000491593	Marlo Corona	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	3.43
INC000000491615	Jennifer Franchow	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Closed	TTR Missed: No	3.17
INC000000491621	Janet Scarlet	Application	Password	Gmail		TIR Missed: No	0.47
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: No	0.64
INC000000491622	Kolbi Young	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000491626	Irene Petrogeorge	Mobile Devices	Error	None		TIR Missed: No	0.24
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.24
INC000000491630	Brenda Bryant	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000491647	Dani Ibrahim	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000491675	Carolyn Foster	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000491684	Jennifer L Bryant	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000491725	Irene Petrogeorge	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000491732	Jackie Gerber	Mainframe	Password	BlueZone		TIR Missed: No	0.61
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.93
INC000000491794	Sylinda Lee	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.33
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.24
INC000000491799	Drew Quinn	Application	None	Novell GroupWise		TIR Missed: No	0.05
	Application Services	Bart Purser	Health	Low	Closed	TTR Missed: No	0.57
INC000000491803	Nanette Waters	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000491806	Tanayia Pomikala	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000491811	Nanette Waters	None	None	None		TIR Missed: No	0.19
	Operations Production Control	None	Health	Low	Closed	TTR Missed: No	0.36
INC000000491817	Amy C Allred	Application	Error	M86		TIR Missed: No	0.43
	Security	Bart Grant	Health	Low	Closed	TTR Missed: No	1.44

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INC000000491823	Nancy Cheeney Application Support - Oracle	Application Ryan Nicol	Error Health	Medicaid Managed Care System Low	TIR Missed: No Closed TTR Missed: No	0.60 4.29
INC000000491866	Julie Adams Application Services	Application Paul Lundell	Error Health	Novell GroupWise Low	TIR Missed: No Closed TTR Missed: No	0.20 0.21
INC000000491881	Teresa Garrett Metro D Desktop Support	PC/Laptop Eldon Jenson	Hardware Health	None Low	TIR Missed: No Closed TTR Missed: No	0.07 0.79
INC000000491891	Darcy Gliedman Metro D Help Desk	Application Jed Patrick	Error Health	Novell Messenger Low	TIR Missed: No Closed TTR Missed: No	0.74 2.00
INC000000491912	Allan Liu Application Services	Application Dustin Crump	Error Health	Gmail Low	TIR Missed: Yes Closed TTR Missed: No	1.14 1.37
INC000000491929	Cathy Taylor Rural North Desktop Support	None Neil Smedley	None Health	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000491939	Roxanne Landreneaux Operations Production Control	None Duane Hardy	None Health	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000492009	Allan Liu Application Services	Mobile Devices Dustin Crump	Error Health	Droid Low	TIR Missed: No Closed TTR Missed: No	0.23 0.45
INC000000492017	Krysta Badger Metro D Help Desk	Network John Robinson	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000492028	Allan Liu Application Services	Mobile Devices Dustin Crump	None Health	Droid Low	TIR Missed: No Closed TTR Missed: No	0.05 0.29
INC000000492069	Melissa Leak Metro D Help Desk	Application Doug Brown	Error Health	None Low	TIR Missed: Yes Closed TTR Missed: No	1.63 1.63
INC000000492073	Lynn Startup Metro D Help Desk	Network John Robinson	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000492127	Amy Becerra Operations Production Control	Application Duane Hardy	Password Health	Medicaid Managed Information : Low	TIR Missed: No Closed TTR Missed: No	0.72 0.80
INC000000492136	Kathryn Marti Metro D Help Desk	None Doug Brown	None Health	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000492159	Whitney Johnson Metro D Desktop Support	Application Philip Henderson	Password Health	None Low	TIR Missed: No Closed TTR Missed: No	0.72 1.97
INC000000492164	David Meadows Metro D Hosting	Server Steven Haderlie	Error Health	None Low	TIR Missed: No Closed TTR Missed: No	0.29 0.83
INC000000492167	Gene Hofeling Metro D Help Desk	Application Doug Brown	None Health	Gmail Low	TIR Missed: No Closed TTR Missed: No	0.31 0.46

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Health

INC000000492186	Bobbie Lou Anderson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000492192	Jerry Edwards	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000492204	Kathleen Smart	Application	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000492212	Lin-Marie Wright	Server	Performance	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000492226	Barbara Brownell	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000492234	Annette Winn	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000492244	Diane J Hutchinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.00
INC000000492291	Lin-Marie Wright	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000492321	Russ Labrum	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.43
INC000000492330	Keith Swenson	Application	Error	None		TIR Missed: No	0.27
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.69
INC000000492336	Jennifer Markos	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.09
INC000000492347	Mary Nance	Application	Error	None		TIR Missed: No	0.32
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.47
INC000000492361	Carolyn Foster	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.09
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.09
INC000000492392	Anita Hall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000492404	Jacob Madsen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000492421	Amanda Whipple	Application	None	None		TIR Missed: No	0.84
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.84
INC000000492455	Melanie Hoyt	Application	Error	None		TIR Missed: No	0.12
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.42

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Health

INC000000492459	Rick Sorenson	Application	Error	None		TIR Missed: No	0.53
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.90
INC000000492465	Lin-Marie Wright	Application	Error	None		TIR Missed: No	0.16
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.33
INC000000492468	Lynn Startup	Application	Error	None		TIR Missed: No	0.07
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	0.55
INC000000492574	Mykio Saracino	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.03
INC000000492575	Chris Peper	Telecom	Dial Tone	Telephone		TIR Missed: No	0.10
	Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed: Yes	9.16
INC000000492585	Whitney Johnson	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.19
INC000000492595	Kathryn Marti	Application	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000492695	Carmen Dickson	Telecom	Hardware	Telephone		TIR Missed: Yes	1.46
	Voice/Data/WAN Services	T Artis	Health	Low	Closed	TTR Missed: No	1.46
INC000000492713	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.28
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.34
INC000000492717	Heather Santacruz	Mainframe	Password	BlueZone		TIR Missed: No	0.16
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.16
INC000000492725	Darin Dennis	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000492729	Darin Dennis	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000492730	Julie Mott	None	None	None		TIR Missed: No	0.32
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.70
INC000000492739	Darlene Benson	None	None	Novell GroupWise		TIR Missed: Yes	1.14
	Application Services	Paul Lundell	Health	Low	Closed	TTR Missed: No	1.47
INC000000492741	Sylinda Lee	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.00
INC000000492788	Joshua Legler	Application	Error	None		TIR Missed: No	0.00
	Metro D Hosting	Danny Simmons	Health	Medium	Closed	TTR Missed: No	0.00
INC000000492797	Glenna McClellan	None	None	None		TIR Missed: No	0.05
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.05

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Health

INC000000492855	Christine Jones	Application	Error	Novell GroupWise	TIR Missed: No	0.36
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.36
INC000000492865	Christopher Wnek	Application	None	None	TIR Missed: No	0.57
	Capitol Hosting	Danny Black	Health	Low Closed	TTR Missed: No	1.95
INC000000492912	Buni Phillips	Application	Error	Medicaid Managed Information :	TIR Missed: No	0.17
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	3.47
INC000000492916	Julie Ewing	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000492917	Julie Ewing	Telecom	Voice Mail	Telephone	TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Health	Low Closed	TTR Missed: No	1.23
INC000000492935	Jan Kilpack	Application	Error	Internet Explorer	TIR Missed: No	0.67
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	1.93
INC000000492956	Diane Kimmerle	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	High Closed	TTR Missed: No	0.00
INC000000492969	Marc Babitz	PC/Laptop	Performance	None	TIR Missed: No	0.44
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	5.64
INC000000492974	Sandy Foxley	Telecom	Call Management	Telephone	TIR Missed: No	0.15
	Voice Operations	Romanza Hamblin Sorensen	Health	Low Closed	TTR Missed: No	2.18
INC000000493081	Mitzi Bigelow	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	2.06
INC000000493086	Paula McGuire	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	2.02
INC000000493127	Melissa Zito	PC/Laptop	Error	None	TIR Missed: No	0.24
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	2.41
INC000000493134	Wanda Gutierrez	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.79
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.79
INC000000493141	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.08
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.16
INC000000493146	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.05
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.14
INC000000493191	Glenna McClellan	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.44
	Application Services	Danielle Hood	Health	Low Closed	TTR Missed: No	0.47
INC000000493200	Amber Kelly	Application	None	Adobe Acrobat	TIR Missed: No	0.24
	Metro D Desktop Support	Steve Gibb	Health	Low Resolved	TTR Missed: No	1.19

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Health

INC000000493218	Michael Stever	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.03
INC000000493223	Joshua Legler	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.06
INC000000493318	Terri C Johnson	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000493349	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00
INC000000493391	Tanya Turnbow	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000493401	Janine Whaley	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000493436	Jordan Cottam	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000493438	Tamara Hampton	Application	None	None		TIR Missed: No	0.05
	Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: No	1.19
INC000000493459	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: Yes	1.22
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	1.25
INC000000493471	Jordan Cottam	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000493509	Deborah Wiscombe	Application	Error	Utah Statewide Immunization In		TIR Missed: Yes	6.02
	Application Support - USIIS	JC Alexander	Health	Low	Closed	TTR Missed: Yes	6.02
INC000000493561	Rick LaDue	Application	Password	Medicaid Managed Care System		TIR Missed: No	0.55
	Application Support - Oracle	Ryan Nicol	Health	Low	Closed	TTR Missed: No	0.55
INC000000493591	Lin-Marie Wright	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000493609	Jacob Madsen	Application	Error	Acrobat Reader		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000493642	Debbie Snyder	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.02
INC000000493654	Joan Isom	PC/Laptop	Password	None		TIR Missed: No	0.32
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.32
INC000000493661	Jacob Madsen	Application	Error	Symantec AntiVirus		TIR Missed: No	0.47
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.44

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Health

INC000000493662	Tanya Turnbow	Application	Password	Utah Master Directory	TIR Missed: No	0.35
	Capitol Hosting	Kyle Burkhardt	Health	Low Closed	TTR Missed: No	1.43
INC000000493699	Erin Olsen	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed: No	0.03
	Voice Operations	Romanza Hamblin Sorensen	Health	Low Closed	TTR Missed: No	0.06
INC000000493702	Erin Olsen	None	None	WordPerfect Office 2002	TIR Missed: No	0.20
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.20
INC000000493756	Joan Isom	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.18
INC000000493780	Lynn Martinez	Application	None	Symantec AntiVirus	TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low Closed	TTR Missed: No	0.00
INC000000493783	Kelly Criddle	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Closed	TTR Missed: No	2.05
INC000000493835	Diana Rueff	Mainframe	Password	None	TIR Missed: No	0.07
	Operations Production Control	Cal Brinton	Health	Low Closed	TTR Missed: No	0.21
INC000000493855	Brett Cross	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low Closed	TTR Missed: No	0.00
INC000000493884	Brett Cross	Application	Password	Citrix ICA Client	TIR Missed: No	0.54
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	0.54
INC000000493921	Nancy Cheeney	PC/Laptop	Error	None	TIR Missed: No	0.41
	Help Desk	Julie VanBeekum	Health	Low Closed	TTR Missed: No	0.41
INC000000493945	Robyn M Seely	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.41
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	0.65
INC000000493983	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.10
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.22
INC000000493988	Debra McBride	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.00
INC000000494004	Jack West	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low Closed	TTR Missed: No	0.00
INC000000494055	Janet Scarlet	Application	None	Gmail	TIR Missed: Yes	1.46
	Metro D Help Desk	Jed Patrick	Health	Low Closed	TTR Missed: No	1.46
INC000000494086	Joan Isom	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00
INC000000494093	Tonya Hales	Network	Incident	None	TIR Missed: Yes	1.32
	Metro D Desktop Support	Eldon Jenson	Health	Low Closed	TTR Missed: No	1.49

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Health

INC000000494096	Krista Royall	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000494121	Joan Isom	PC/Laptop	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000494131	Kimberlee Jessop	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: Yes	6.31
INC000000494139	Linda Auger	PC/Laptop	Error	None		TIR Missed: No	0.61
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.61
INC000000494201	Claudia Bohner	Application	Error	Novell GroupWise		TIR Missed: No	0.06
	Application Services	Paul Lundell	Health	Low	Closed	TTR Missed: No	1.14
INC000000494226	Julie Ewing	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.05
INC000000494251	Melissa Zito	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000494278	Lori Sugiyama	Application	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000494308	Lori Sugiyama	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.68
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.70
INC000000494320	Glenna McClellan	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000494342	Glenna McClellan	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000494344	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.02
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.04
INC000000494375	Nichoal Keyes	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No	0.00
INC000000494379	Kim Shinkosky	Server	Error	None		TIR Missed: No	0.96
	Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: No	1.11
INC000000494435	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.33
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.33
INC000000494515	Sylinda Lee	PC/Laptop	Virus	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.93
INC000000494581	Tong Zheng	None	None	None		TIR Missed: No	0.84
	Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: No	0.84

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Health

INC000000494713	Jan Case Metro D Help Desk	Application John Robinson	Error Health	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.28
INC000000494718	Carol Runia Metro D Help Desk	Network Jed Patrick	Password Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000494728	Ana Vazquez Help Desk	Network Brenda Treadway	Password Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000494834	Jordan Cottam Metro D Help Desk	Application John Robinson	Error Health	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.15 0.15
INC000000494850	Nanette Waters Operations Production Control	None Duane Hardy	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.19 0.38
INC000000494853	Nanette Waters Operations Production Control	None Duane Hardy	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.17 0.38
INC000000494868	Cecelia Richins Operations Production Control	None Duane Hardy	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000494946	Lynn Startup Application Services	Application Tony Larsen	Error Health	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.31 0.34
INC000000495010	Lori Savoie Application Services	None Tony Larsen	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.68 0.73
INC000000495035	Burdean Wirtz Metro D Desktop Support	None Eldon Jenson	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.30 1.27
INC000000495064	Cheri Shubert Metro D Desktop Support	Application Philip Henderson	Error Health	Adobe Reader Low	Resolved	TIR Missed: No TTR Missed: No	0.23 3.84
INC000000495076	Dean Troili Metro D Help Desk	Network Jed Patrick	Password Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000495100	Brent Marchant Metro D Help Desk	None John Robinson	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000495132	Rick Sorenson Metro D Help Desk	Mainframe John Robinson	Password Health	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000495153	Shawna West Metro D Help Desk	Application John Robinson	Password Health	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000495187	Brenda Purser Metro D Desktop Support	None Tina West	None Health	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000495201	Suzanne Slaughter Metro D Desktop Support	Application Michael Schmidt	Reporting Health	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.14 1.13

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Health

INC000000495218	Cindy Huish Metro D Help Desk	Network Jed Patrick	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000495261	Debbie Snyder Metro D Desktop Support	Print/Copy/Scan/Fax Eldon Jenson	Incident Health	None Low	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000495265	Kara Verner Metro D Desktop Support	Print/Copy/Scan/Fax Philip Henderson	Queue Health	None Low	TIR Missed: No TTR Missed: No	0.09 2.00
INC000000495266	Kristina Russell Application Support - USIIS	Application JC Alexander	Error Health	Utah Statewide Immunization In Low	TIR Missed: No TTR Missed: No	0.84 0.84
INC000000495311	David Antell Metro D Desktop Support	None Eldon Jenson	None Health	None Low	TIR Missed: Yes TTR Missed: No	2.60 3.77
INC000000495328	Karen M Smith Metro D Desktop Support	EIS Hardware Matthew Earl	PC/Laptop Health	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000495393	Laurie Ocobock Voice Operations	Telecom Britany Egan	Call/Receive Health	None Low	TIR Missed: No TTR Missed: No	0.14 0.70
INC000000495430	Debbie Snyder Metro D Desktop Support	Print/Copy/Scan/Fax Eldon Jenson	Incident Health	None Low	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000495447	Barbara Brownell Metro D Desktop Support	Network Eldon Jenson	Error Health	None Low	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000495531	Heather rich Voice/Data/WAN Services	Telecom T Artis	None Health	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000495584	Cindy Huish Metro D Help Desk	None John Robinson	None Health	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000495629	Rebecca Giles Metro D Help Desk	Network John Robinson	Error Health	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.26 0.26
INC000000495638	Robert Sonoda Metro D Desktop Support	Application Eldon Jenson	None Health	Adobe Acrobat Low	TIR Missed: No TTR Missed: No	0.46 1.17
INC000000495665	Stephanie Caldwell Metro D Desktop Support	PC/Laptop Philip Henderson	Error Health	None Low	TIR Missed: No TTR Missed: Yes	0.29 8.74
INC000000495699	Bobbie Lou Anderson Metro D Help Desk	Application Doug Brown	None Health	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000495735	Slava Kopelev Help Desk	Network Julie VanBeekum	Password Health	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000495744	Kim K Hadley Metro C Help Desk	None Reed Stohel	None Health	SAFE Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000495780	Marjorie C Gardner	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000495843	Marjorie C Gardner	Application	Error	None		TIR Missed: No	0.34
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.91
INC000000495955	Shari Watkins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000495956	Brian Paoli	Application	Error	None		TIR Missed: No	0.33
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	5.62
INC000000495964	Annette Winn	Application	Error	None		TIR Missed: No	0.20
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.20
INC000000495971	Angela Cristaudo	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.17
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.81
INC000000495982	Jennifer Wrathall	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000495988	Shari Watkins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000495991	Tom Hudachko	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000496082	Brenda Purser	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Health	Low	Closed	TTR Missed: No	0.00
INC000000496116	Ivett Cordova	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000496135	Julie Moore	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Health	Low	Closed	TTR Missed: No	0.00
INC000000496151	Sarah Davis	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.44
INC000000496153	Nanette Waters	None	None	None		TIR Missed: No	0.28
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.30
INC000000496174	Nanette Waters	None	None	None		TIR Missed: No	0.25
	Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.26
INC000000496193	Darin Calcut	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00
INC000000496194	Eunetta Button	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Closed	TTR Missed: No	0.00

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Health

INC000000496199	Diana Rueff	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Help Desk	Brenda Treadway		Health	Low	Closed	TTR Missed: No	0.00
INC000000496228	Susan Dickinson	PC/Laptop	Virus	None		TIR Missed: No	0.52
Metro D Desktop Support	Tina West		Health	Low	Closed	TTR Missed: No	0.52
INC000000496238	Tina Bohannon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Julie VanBeekum		Health	Low	Closed	TTR Missed: No	0.00
INC000000496274	Patrice Morley	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.37
Metro D Desktop Support	Philip Henderson		Health	Low	Closed	TTR Missed: No	1.77
INC000000496330	Doug May	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.28
Metro D Desktop Support	Steve Gibb		Health	Low	Closed	TTR Missed: No	1.20
INC000000496466	Mykio Saracino	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Tina West		Health	Low	Closed	TTR Missed: No	0.00
INC000000496551	Brenda Purser	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.49
Metro D Desktop Support	Tina West		Health	Low	Resolved	TTR Missed: No	2.56
INC000000496591	Carol Runia	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown		Health	Low	Closed	TTR Missed: No	0.00
INC000000496612	Felicia Alvarez	Application	Error	Gmail		TIR Missed: No	0.33
Application Services	Martin Gonzalez		Health	Low	Resolved	TTR Missed: No	0.39
INC000000496615	Alexandria Leffler	Application	Error	Medicaid Managed Care System		TIR Missed: Yes	10.57
Application Support - Oracle	Ryan Nicol		Health	Low	Closed	TTR Missed: Yes	10.57
INC000000496762	Larene Adams	None	None	Citrix ICA Client		TIR Missed: No	0.22
Metro B Help Desk	Janet Hongsyvilay		Health	Low	Closed	TTR Missed: No	0.29
INC000000496849	Lamar Kelly	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay		Health	Low	Closed	TTR Missed: No	0.02
INC000000496854	Larene Adams	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay		Health	Low	Closed	TTR Missed: No	0.02
INC000000496896	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.41
Operations Production Control	Christie Burnham		Health	Low	Closed	TTR Missed: No	0.41
INC000000496909	Deepa Ramkumar	PC/Laptop	Password	None		TIR Missed: No	0.21
Metro D Desktop Support	Philip Henderson		Health	Low	Resolved	TTR Missed: No	1.59
INC000000496913	Chad Campbell	Network	Performance	None		TIR Missed: Yes	1.15
Metro D Help Desk	Doug Brown		Health	Low	Closed	TTR Missed: No	1.15
INC000000496914	Esther Munene	Telecom	None	None		TIR Missed: No	0.29
Voice Operations	Romanza Hamblin Sorensen		Health	Low	Closed	TTR Missed: No	0.50

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INC000000496919	Angie Winder	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000496938	Esther Munene	Telecom	Voice Mail	Telephone	TIR Missed: No	0.17
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.44
INC000000496942	Rita Ramirez	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000496945	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.20
Operations Production Control	Christie Burnham	Health	Low	Closed	TTR Missed: No	0.20
INC000000496993	Jade Hulse	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000497014	Diane J Hutchinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Health	Low	Closed	TTR Missed: No	0.00
INC000000497082	Cynthia Alexander	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.00
INC000000497247	Cami Buchmiller	Application	Error	Utah Statewide Immunization In	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000497251	Sharen Jorgensen	Telecom	Voice Mail	Telephone	TIR Missed: No	0.38
Voice Operations	Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	1.32
INC000000497252	Ruth Fullmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.00
INC000000497263	Jennifer Hofeling	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.47
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.84
INC000000497302	Patrice Morley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000497327	Steven Jones	Server	Error	None	TIR Missed: No	0.77
Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	4.91
INC000000497329	Sandy Foxley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.00
INC000000497337	Shelly Phillips	PC/Laptop	Error	None	TIR Missed: No	0.05
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	4.23
INC000000497375	Anita Hall	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000497466	Jennifer Mayfield	None	None	None	TIR Missed: No	0.77
Metro D Hosting	Danny Simmons	Health	Low	Closed	TTR Missed: No	0.86

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INC000000497482	Sally Valdez	Mainframe	Password	Medicaid Managed Information	TIR Missed: No	0.06
	Operations Production Control	Christie Burnham	Health	Low Closed	TTR Missed: No	0.08
INC000000497503	Lizeth Hernandez	Application	Error	Citrix ICA Client	TIR Missed: No	0.39
	Application Services	Terry Forsgren	Health	Low Closed	TTR Missed: No	0.78
INC000000497521	Ronald Marsden	None	None	None	TIR Missed: No	0.27
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.27
INC000000497571	Amber Kelly	Application	Error	None	TIR Missed: No	0.23
	Metro D Hosting	Danny Simmons	Health	Low Resolved	TTR Missed: No	0.23
INC000000497592	Jonathan Anderson	Application	None	Gmail	TIR Missed: No	0.22
	Application Services	Martin Gonzalez	Health	Low Closed	TTR Missed: No	0.36
INC000000497597	Jason Mott	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.51
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	1.00
INC000000497669	Scott Ellis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.22
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	3.17
INC000000497683	Purita Buck	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Closed	TTR Missed: No	0.00
INC000000497706	Scott Munson	Network	Error	CapNet	TIR Missed: Yes	46.23
	Campus Networking	Jordy Davis	Health	Low Resolved	TTR Missed: Yes	46.23
INC000000497711	Lori Savoie	Application	Error	None	TIR Missed: No	0.60
	Metro D Hosting	Steven Haderlie	Health	Low Closed	TTR Missed: No	1.08
INC000000497712	Jon Reid	Network	Performance	None	TIR Missed: Yes	28.04
	Campus Networking	Jordy Davis	Health	Low Resolved	TTR Missed: Yes	28.04
INC000000497717	Jon Reid	Application	Password	None	TIR Missed: No	0.20
	Metro D Hosting	Steven Haderlie	Health	Low Closed	TTR Missed: No	0.51
INC000000497727	Charla Haley	Application	Error	PGP	TIR Missed: No	0.12
	Metro D Desktop Support	Steve Gibb	Health	Low Closed	TTR Missed: No	2.37
INC000000497736	Meghan Baruth	Telecom	Voice Mail	None	TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Health	Low Closed	TTR Missed: No	1.04
INC000000497789	Christine Jones	Network	Password	None	TIR Missed: No	0.80
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	1.89
INC000000497832	Candace Bleazard	Application	None	Internet Explorer	TIR Missed: No	0.61
	Metro D Desktop Support	Tina West	Health	Low Resolved	TTR Missed: No	1.28
INC000000497833	Sue Dubois	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Closed	TTR Missed: No	0.00

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INC000000497836	Bob Fowler	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00	
INC000000497845	Rick Sorenson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00	
INC000000497863	Carma Mordecai	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00	
INC000000497877	Mitzi Bigelow	Mainframe	Password	BlueZone		TIR Missed: No	0.49
Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.49	
INC000000497887	Felicia Alvarez	Application	Error	Gmail		TIR Missed: Yes	1.23
Metro C Help Desk	Chris Olson	Health	Low	Resolved	TTR Missed: No	1.23	
INC000000497898	Scott Ellis	Application	Error	None		TIR Missed: No	0.60
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	1.93	
INC000000497908	Christopher Wnek	None	None	None		TIR Missed: No	0.67
Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: No	0.82	
INC000000497917	Amanda Whipple	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.41
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.61	
INC000000497938	Jay Lessley	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00	
INC000000497949	Jay Lessley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00	
INC000000497954	Laurel Atkinson Rodriguez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00	
INC000000498026	Barbara Brownell	Network	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.04	
INC000000498033	Steve Hadden	Server	Error	None		TIR Missed: No	0.60
Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	1.27	
INC000000498038	Owen Quinonez	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.02	
INC000000498040	Shelly Phillips	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.02	
INC000000498093	Brian Muir	Network	None	None		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Health	Low	Closed	TTR Missed: No	0.00	
INC000000498155	Sylvia Case	Network	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.67	

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INC000000498205	Owen Quinonez	Application	Error	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.00
INC000000498306	Sherri Lizotte	Application	None	Internet Explorer		TIR Missed: No	0.22
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.36
INC000000498311	Colleen Murphy	PC/Laptop	Performance	None		TIR Missed: No	0.77
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.35
INC000000498342	Jenniel Allen	Application	Error	Novell GroupWise		TIR Missed: No	0.16
	Application Services	Paul Lundell	Health	Low	Resolved	TTR Missed: No	0.45
INC000000498347	Brandi Frandsen	Application	None	None		TIR Missed: No	0.91
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	2.39
INC000000498354	Blake Minardi	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.47
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	5.11
INC000000498366	Michelle Hale	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.57
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.57
INC000000498376	Berrnadette Poole	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000498423	Steve Hadden	Network	Error	None		TIR Missed: No	0.05
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: Yes	7.54
INC000000498426	Tim Morley	Server	Error	None		TIR Missed: No	0.26
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	2.48
INC000000498496	Cheri Shubert	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.77
INC000000498505	Slava Kopelev	Application	Error	Novell GroupWise		TIR Missed: No	0.16
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.64
INC000000498544	Jeff Painter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.00
INC000000498565	Jenny Farnes	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000498624	Terri C Johnson	Application	Error	None		TIR Missed: No	0.63
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.76
INC000000498628	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000498646	Michelle G Christensen	Application	None	None		TIR Missed: No	0.09
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.36

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INC000000498649	Sue Dubois	None	None	None		TIR Missed: No	0.32
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.55
INC000000498681	Bobbi Hansen	Network	Error	None		TIR Missed: No	0.49
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.49
INC000000498683	Rebecca Ward	Application	Error	None		TIR Missed: No	0.38
	Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed: No	0.82
INC000000498731	Michelle Grossman	PC/Laptop	Password	None		TIR Missed: No	0.53
	Metro B Desktop Support	Michael Barth	Health	Low	Resolved	TTR Missed: No	3.15
INC000000498764	Patricia Lammi	Application	Error	Medicaid Managed Care System		TIR Missed: Yes	7.27
	Application Support - Oracle	Tony Hess	Health	Low	Resolved	TTR Missed: Yes	7.27
INC000000498775	Emily L Davis	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.03
INC000000498799	Lauri Valerio	Application	None	Novell Messenger		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Resolved	TTR Missed: No	
INC000000498825	John Curless	Server	None	None		TIR Missed: No	0.15
	Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed: No	0.31
INC000000498872	Melanie Wallentine	Network	Error	None		TIR Missed: No	0.64
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.68
INC000000498948	Patrice Morley	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.46
INC000000498952	Jeanette Little	PC/Laptop	Hardware	Microsoft Windows XP Professional		TIR Missed: No	0.14
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.37
INC000000498958	Terri C Johnson	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.16
	Voice/Data/WAN Services	Greg Blessing	Health	Low	Resolved	TTR Missed: No	0.42
INC000000498981	Brian Muir	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low	Resolved	TTR Missed: No	0.00
INC000000499002	Amanda Yoshida	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000499022	Michelle Grossman	None	None	None		TIR Missed: No	0.01
	Metro B Desktop Support	Michael Barth	Health	Low	Resolved	TTR Missed: No	0.32
INC000000499063	Claudia Bohner	None	None	None		TIR Missed: No	0.69
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.79
INC000000499118	Allison Rondeau	Server	Error	None		TIR Missed: No	0.00
	Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000499137	Bernadette Poole	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.00
INC000000499140	Genevieve Greeley	Application	Error	None	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	1.58
INC000000499156	Jennifer Wrathall	Network	Error	None	TIR Missed: No	0.46
	Metro D Hosting	Sean McMillan	Health	Low Resolved	TTR Missed: No	2.29
INC000000499186	Terri C Johnson	Application	Error	ZENworks for Desktops	TIR Missed: No	0.31
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	0.99
INC000000499203	Mykio Saracino	None	None	None	TIR Missed: No	0.94
	Metro D Desktop Support	Tina West	Health	Low Resolved	TTR Missed: No	2.60
INC000000499210	Cleve Evans	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.00
INC000000499225	Heather Renie	None	None	None	TIR Missed: No	0.09
	Operations Production Control	Christie Burnham	Health	Low Resolved	TTR Missed: No	0.09
INC000000499227	Robert Sonoda	Application	Error	Adobe Acrobat	TIR Missed: No	0.94
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	1.52
INC000000499353	Elizabeth McElreath	Network	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	0.37
INC000000499412	Gene Cottrell	Application	None	Novell GroupWise	TIR Missed: No	0.95
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	5.48
INC000000499432	Simon Bolivar	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.00
INC000000499442	James Pingree	Server	Error	None	TIR Missed: No	0.12
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	1.29
INC000000499443	Dee Anne McGuire	Application	Error	Vision	TIR Missed: No	0.00
	Application Support - WIC	Matthew Earl	Health	Low Resolved	TTR Missed: No	0.00
INC000000499469	Darlene Benson	Mainframe	Password	None	TIR Missed: No	0.10
	Operations Production Control	Christie Burnham	Health	Low Resolved	TTR Missed: No	0.63
INC000000499485	Toni Estrada	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low Resolved	TTR Missed: No	0.00
INC000000499496	Rett Hansen	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low Resolved	TTR Missed: No	0.00
INC000000499502	Marilyn Howe	Application	Password	Utah Master Directory	TIR Missed: No	0.43
	Help Desk	James Stearns	Health	Low Resolved	TTR Missed: No	0.43

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INC000000499503	Caryn Slack Metro D Desktop Support	Network Eldon Jenson	Error Health	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.97 3.20
INC000000499540	Brenda Purser Metro D Help Desk	Application John Robinson	None Health	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.96 0.96
INC000000499640	Vicky Titensor Rural North Desktop Support	None Ryan Casey	None Health	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000499658	Toni Estrada Rural North Desktop Support	Network Ruston McKay	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000499666	Deepa Ramkumar Metro D Desktop Support	Application Philip Henderson	None Health	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.69
INC000000499693	Marcie Singleton Metro D Desktop Support	Print/Copy/Scan/Fax Philip Henderson	Queue Health	Microsoft Windows 7 Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.42
INC000000499709	Norm Brown Metro D Help Desk	None Jed Patrick	None Health	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000499753	Larene Adams Metro B Help Desk	Application Janet Hongsyvilay	None Health	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.04
INC000000499829	Kara Verner Metro D Desktop Support	Print/Copy/Scan/Fax Philip Henderson	Queue Health	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.25
INC000000499840	Heather Santacruz Metro D Desktop Support	Application Philip Henderson	None Health	Citrix ICA Client Low	TIR Missed: No Resolved TTR Missed: No	0.31 1.30
INC000000499844	Kara Verner Metro D Desktop Support	PC/Laptop Philip Henderson	None Health	Microsoft Windows XP Professio Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.83
INC000000499851	Heather Santacruz Metro D Desktop Support	None Steve Gibb	None Health	None Low	TIR Missed: No Resolved TTR Missed: No	0.90 1.64
INC000000499860	Karen M Smith Metro D Help Desk	Network Jed Patrick	Password Health	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000499879	Carmen Dickson Metro D Desktop Support	Application Philip Henderson	None Health	None Low	TIR Missed: Yes Resolved TTR Missed: No	1.36 1.36
INC000000499889	Terra Shockey Operations Production Control	Application Christie Burnham	Error Health	Utah Electronic Resource and E Low	TIR Missed: Yes Resolved TTR Missed: No	1.23 1.23
INC000000499896	Lin-Marie Wright Metro D Hosting	Application Sean McMillan	Error Health	None Low	TIR Missed: Yes Resolved TTR Missed: No	1.06 2.37
INC000000500094	Sheila Trott Metro D Desktop Support	Network Eldon Jenson	Error Health	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.71 1.57

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Health

INC000000500175	Diane Kimmerle	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00	
INC000000500192	Larene Adams	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Janet Hongsyvilay	Health	Low	Resolved	TTR Missed: No	0.03	
INC000000500217	Dani Ibrahim	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00	
INC000000500301	Chris Gee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00	
INC000000500325	Stephanie Caldwell	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.11	
INC000000500328	Slava Kopelev	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	2.01	
INC000000500375	Chris Gee	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00	
INC000000500395	Felicia Alvarez	Application	None	Gmail		TIR Missed: No	0.82
Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: No	1.23	
INC000000500429	Stephanie Caldwell	PC/Laptop	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.97	
INC000000500446	Phillip Gresham	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00	
INC000000500466	Melanie Wallentine	Network	Error	None		TIR Missed: Yes	1.52
Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	1.57	
INC000000500498	Nanette Waters	None	None	None		TIR Missed: No	0.41
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.44	
INC000000500510	Nanette Waters	None	None	None		TIR Missed: No	0.34
Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.39	
INC000000500520	Salinda Whetman	Application	Error	None		TIR Missed: No	0.34
Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed: No	2.98	
INC000000500558	Angela Anderson	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00	
INC000000500564	Angela Anderson	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No		
INC000000500632	Chris Peper	None	None	None		TIR Missed: No	0.19
Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	5.64	

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INC000000500642	Julie Moore	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000500653	Sally Valdez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.18
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.98
INC000000500751	Susan Ord	None	None	None		TIR Missed: No	0.02
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.34
INC000000500797	Heather Santacruz	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.32
INC000000500807	Wendy Howard	Application	Error	Medicaid Managed Care System		TIR Missed: Yes	4.74
	Application Support - Oracle	Tony Hess	Health	Low	Resolved	TTR Missed: No	4.74
INC000000500837	Nanette Waters	None	None	None		TIR Missed: No	0.24
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.24
INC000000500845	Charla Haley	Application	Error	None		TIR Missed: No	0.15
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.46
INC000000500846	Joyce Kimbrell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.47
INC000000500858	Deborah Turner	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.28
INC000000500871	Nina Baker	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.65
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.65
INC000000500876	Shawna West	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.55
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.67
INC000000500886	Dana Foxx	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Resolved	TTR Missed: No	0.46
INC000000500921	Amber Gourley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Health	Low	Resolved	TTR Missed: No	0.00
INC000000500949	Deepa Ramkumar	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000500952	Joseph Cramer	Application	Error	Action Request System		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Health	Low	Resolved	TTR Missed: No	0.00
INC000000500991	Heather Santacruz	PC/Laptop	Virus	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.59
INC000000500997	Erin Olsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000501026	Cami Buchmiller Metro B Help Desk	Application Janet Hongsyvilay	None Health	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000501046	Jaime Lund Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000501091	Marc Babitz Help Desk	None Julie VanBeekum	None Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.35 0.35
INC000000501093	Steve Hadden Metro D Hosting	Server Steven Haderlie	Error Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 5.49
INC000000501093	Steve Hadden Metro D Hosting	Server Steven Haderlie	Error Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.20 5.49
INC000000501122	Arleen Watkins Metro D Desktop Support	Application Michael Schmidt	Error Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.10 0.57
INC000000501211	Nathaniel Ash Metro D Hosting	Storage Steven Haderlie	None Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.20 1.81
INC000000501235	Carol Lowder Metro D Desktop Support	Print/Copy/Scan/Fax Philip Henderson	Queue Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.17
INC000000501269	Melissa Leak Metro D Desktop Support	Print/Copy/Scan/Fax Philip Henderson	Queue Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.40 1.04
INC000000501273	Jacob Madsen Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000501354	Corina Pace Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000501369	Merna Allen Metro D Help Desk	Network Doug Brown	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000501381	Nanette Waters Operations Production Control	Mainframe Duane Hardy	Password Health	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.17 0.20
INC000000501385	Nanette Waters Operations Production Control	Mainframe Duane Hardy	Password Health	BlueZone Low	Resolved	TIR Missed: No TTR Missed: No	0.17 0.23
INC000000501402	Kathy A Hills Help Desk	Application Vicky Marrelli	Error Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000501422	Rosanna Alba Voice Operations	Telecom Romanza Hamblin Sorensen	None Health	None Low	Resolved	TIR Missed: No TTR Missed: No	0.37 0.46
INC000000501497	Merna Allen Help Desk	Application Vicky Marrelli	Password Health	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000501517	Deepa Ramkumar	PC/Laptop	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low Resolved	TTR Missed: No	0.30
INC000000501713	Susan J Thomas	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low Resolved	TTR Missed: No	0.00
INC000000501779	Linda Auger	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Resolved	TTR Missed: No	0.00
INC000000501811	Janel Jorgenson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low Resolved	TTR Missed: No	0.00
INC000000501834	Corina Pace	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.00
INC000000501839	Bob Fowler	PC/Laptop	Hardware	None	TIR Missed: Yes	1.62
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	1.62
INC000000501855	Robert Jex	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000501884	Carol Rasmussen	Network	None	None	TIR Missed: No	0.41
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	5.05
INC000000501905	Esther Munene	Telecom	Voice Mail	None	TIR Missed: No	0.09
	Voice Operations	Gail Christiansen	Health	Low Resolved	TTR Missed: No	1.20
INC000000501915	Angela Anderson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000501921	Frances Barben	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low Resolved	TTR Missed: No	2.92
INC000000501935	Michelle Grossman	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.17
	Metro B Desktop Support	Bill Crowther	Health	Low Resolved	TTR Missed: Yes	6.78
INC000000502068	Peter Taillac	Network	Performance	None	TIR Missed: No	0.14
	Campus Networking	Jordy Davis	Health	Low Resolved	TTR Missed: No	2.80
INC000000502088	Barbara Brownell	Network	Password	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	1.24
INC000000502108	Janet Scarlet	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.77
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	0.97
INC000000502122	Merna Allen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000502138	Toni Estrada	Application	Password	Novell eDirectory	TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Health	Low Closed	TTR Missed: No	2.74

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INC000000502150	Rebecca Ward	Application	None	Adobe Dreamweaver	TIR Missed: No	0.70
	Metro D Desktop Support	Michael Schmidt	Health	Low Resolved	TTR Missed: No	1.18
INC000000502167	Lizeth Hernandez	Application	Error	Citrix ICA Client	TIR Missed: No	0.71
	Application Services	Tony Larsen	Health	Low Resolved	TTR Missed: No	1.26
INC000000502208	Lynne Nilson	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.38
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	1.90
INC000000502220	Catherine Groseclose	PC/Laptop	Hardware	None	TIR Missed: No	0.23
	Metro D Desktop Support	Steve Gibb	Health	Low Resolved	TTR Missed: No	0.92
INC000000502283	Lynn Startup	Application	None	Citrix ICA Client	TIR Missed: No	0.28
	Application Services	Tony Larsen	Health	Low Resolved	TTR Missed: No	0.29
INC000000502300	Kenneth Payne	Application	Password	Utah Master Directory	TIR Missed: No	0.42
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.60
INC000000502348	John Slade	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.00
INC000000502407	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.19
	Operations Production Control	Duane Hardy	Health	Low Resolved	TTR Missed: No	0.24
INC000000502411	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.15
	Operations Production Control	Duane Hardy	Health	Low Resolved	TTR Missed: No	0.21
INC000000502425	Jacque Illguth	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low Resolved	TTR Missed: No	0.00
INC000000502432	Adriana Moreno	Application	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000502453	Patricia Lammi	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000502455	Jordan Cottam	Application	Error	None	TIR Missed: No	0.44
	Metro D Hosting	Danny Simmons	Health	Low Resolved	TTR Missed: No	0.44
INC000000502474	Linda Beal	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000502493	Sherrily Brown	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low Resolved	TTR Missed: No	0.00
INC000000502511	Becky Tyler	Application	Reporting	None	TIR Missed: No	0.97
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.97
INC000000502573	John M Nichols	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Health	Low Resolved	TTR Missed: No	0.00

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INC000000502603	Catherine Groseclose	None	None	None		TIR Missed: No	0.00
	Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed: No	0.00
INC000000502636	Robyn Weaver	Application	Error	Citrix ICA Client		TIR Missed: No	0.12
	Metro D Hosting	Sean McMillan	Health	Medium	Resolved	TTR Missed: No	0.69
INC000000502674	Charris Wayman	Application	Password	Newborn Screening - Laboratory		TIR Missed: No	0.11
	Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed: No	0.74
INC000000502765	Gene Cottrell	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000502769	Heather Santacruz	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000502863	Amy Schouten	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.02
INC000000502934	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.13
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.62
INC000000502966	Amy Nance	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000503026	Janet Scarlet	Application	Password	Novell GroupWise		TIR Missed: No	0.43
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	1.80
INC000000503126	Roxanne Landreaneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000503166	Kelsey Redding	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000503206	Judy Harris	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000503218	Larene Adams	Application	Error	SAFE		TIR Missed: No	0.23
	Metro B Help Desk	Gary Graham	Health	Low	Resolved	TTR Missed: No	0.35
INC000000503220	Judy Mackey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Capitol Hosting	Curtis Parker	Health	Low	Resolved	TTR Missed: Yes	12.56
INC000000503242	Curtis Burk	Network	Incident	None		TIR Missed: No	0.28
	Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.28
INC000000503255	Kim Neerings	Network	Error	None		TIR Missed: No	0.61
	Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	2.10
INC000000503257	Rick Sorenson	Telecom	CrossTalk/Noise/Static	Telephone		TIR Missed: No	0.18
	Voice Operations	Julie Sabato	Health	Low	Resolved	TTR Missed: No	0.23

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INC000000503280	Jack West	Application	Password	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.13
INC000000503310	Lanette Sorensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000503320	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000503321	W Scott Miller	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000503322	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000503371	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.11
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.12
INC000000503400	Tricia Schmidt	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.28
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.34
INC000000503411	Burdean Wirtz	Application	Error	Internet Explorer		TIR Missed: No	0.15
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.71
INC000000503417	Winfred Pauley	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.19
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.64
INC000000503425	Owen Quinonez	PC/Laptop	Hardware	None		TIR Missed: No	0.33
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.78
INC000000503429	Terri C Johnson	Network	Error	None		TIR Missed: No	0.29
	Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	1.17
INC000000503443	Kelsey Redding	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000503445	Kara Verner	Network	Error	None		TIR Missed: No	0.08
	Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	0.36
INC000000503461	Andrea Kofoed	EIS Hardware	Printer	None		TIR Missed: No	0.49
	Strategic Communications	Luis Larios	Health	Low	Resolved	TTR Missed: No	2.42
INC000000503463	Burdean Wirtz	PC/Laptop	Virus	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.62
INC000000503464	Yukiko Yoneoka	None	None	None		TIR Missed: No	0.00
	Metro D Hosting	Aaron Jeter	Health	Low	Resolved	TTR Missed: No	0.36
INC000000503485	Garth Miner	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	2.99

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INC000000503488	Cassandra Fairclough	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	2.95
INC000000503503	Gary Nelson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Health	Low	Resolved	TTR Missed: No	0.02
INC000000503576	Jeanie Reynolds	None	None	None		TIR Missed: No	0.13
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	1.16
INC000000503846	Darlene Benson	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000503880	Katie McMinn	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.60
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.70
INC000000503924	Esther Munene	PC/Laptop	Error	None		TIR Missed: Yes	1.69
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	2.93
INC000000503942	Kami Thompson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000504114	Michelle Grossman	Server	Hardware	None		TIR Missed: No	0.28
	Metro B Desktop Support	Michael Barth	Health	Low	Resolved	TTR Missed: No	2.73
INC000000504150	Chris Peper	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro C West Desktop Support	Cody Flanders	Health	Low	Resolved	TTR Missed: No	2.77
INC000000504209	Linda Abel	PC/Laptop	Performance	None		TIR Missed: No	0.63
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	4.05
INC000000504263	Chris Sandoval	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.92
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	1.24
INC000000504277	Pat Berubee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000504278	Amanda Yoshida	Application	Error	Novell GroupWise		TIR Missed: No	0.12
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.84
INC000000504283	John Slade	Application	Password	BlueZone		TIR Missed: No	0.30
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.30
INC000000504310	Mykio Saracino	None	None	None		TIR Missed: No	0.18
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.18
INC000000504314	Linda Beal	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000504316	Irene Petrogeorge	None	None	None		TIR Missed: Yes	3.03
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	3.11

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INC000000504328	Marsha Latham	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.70
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.76
INC000000504333	Lynn Meinor	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000504383	Lynn Meinor	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000504386	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.21
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.21
INC000000504400	Wanda Gutierrez	Network	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.01
INC000000504527	Jerilin Nunu	Mobile Devices	Error	Ipads		TIR Missed: No	0.00
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	0.00
INC000000504532	Paola Velez	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000504536	Butch Luers	None	None	None		TIR Missed: Yes	1.07
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	1.45
INC000000504567	Ann Granato	Application	Password	Utah Master Directory		TIR Missed: Yes	1.14
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	5.62
INC000000504635	Michelle Grossman	EIS Hardware	File Server	None		TIR Missed: No	0.32
	Metro B Desktop Support	Bill Crowther	Health	Low	Resolved	TTR Missed: No	0.32
INC000000504636	Carolyn Evans	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00
INC000000504669	Rita Ramirez	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00
INC000000504676	Marsha Latham	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.95
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	1.50
INC000000504730	Curtis Burk	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.45
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	4.75
INC000000504746	Deepa Ramkumar	Application	Error	None		TIR Missed: No	0.19
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.23
INC000000504750	Carol Runia	Application	None	Medicaid Managed Information :		TIR Missed: No	0.23
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	1.18
INC000000504759	Veronica Ramos	Application	Error	None		TIR Missed: No	0.06
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	4.41

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INC000000504780	Tong Zheng	None	None	None		TIR Missed: No	0.06
	Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed: No	1.41
INC000000504809	Lois Bloebaum	PC/Laptop	Performance	None		TIR Missed: No	0.24
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	2.26
INC000000504821	Jo Anna Larsen	None	None	None		TIR Missed: No	0.30
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.65
INC000000504826	Kara Verner	Application	Error	Novell GroupWise		TIR Missed: No	0.11
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	3.77
INC000000504898	Jo Anna Larsen	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000504940	Paula McGuire	Mainframe	Password	None		TIR Missed: No	0.30
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	1.99
INC000000504975	David Antell	PC/Laptop	None	None		TIR Missed: No	0.40
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.90
INC000000505050	Amy Schouten	Application	Reporting	None		TIR Missed: Yes	1.05
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.05
INC000000505073	Chris Furner	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000505122	Sue Hopper	Application	Error	None		TIR Missed: No	0.14
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.73
INC000000505128	Stephanie McVicar	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.04
INC000000505167	Amber Kelly	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: Yes	7.25
INC000000505176	Jacque Illguth	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.00
INC000000505183	Lorna Ward	None	None	None		TIR Missed: Yes	1.04
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	1.04
INC000000505216	Lynn Meinor	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000505251	Amy Melton	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low	Resolved	TTR Missed: No	0.00
INC000000505333	Adrienne Alward	Application	Password	Citrix ICA Client		TIR Missed: No	0.04
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	1.87

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INC000000505404	Winfred Pauley	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.45
	Metro D Desktop Support	Tina West	Health	Low	Resolved	TTR Missed: No	0.70
INC000000505425	David Antell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	0.23
INC000000505576	Nancy Phillips	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000505588	April Pappas	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000505635	Scott Ellis	Application	Error	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000505649	Heather Santacruz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000505700	Carolyn Lund	Network	Error	None		TIR Missed: No	0.49
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.49
INC000000505705	Susan Rugg	PC/Laptop	None	None		TIR Missed: No	0.51
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	1.00
INC000000505714	Nanette Waters	Mainframe	Password	BlueZone		TIR Missed: No	0.13
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.13
INC000000505807	Darlene Benson	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000505820	Rita Ramirez	Application	Error	Medicaid Managed Information		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000505896	Darlene Benson	Application	Error	Novell GroupWise		TIR Missed: No	0.17
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	0.68
INC000000505909	Tracy Freeman	Network	Error	None		TIR Missed: No	0.04
	Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	2.05
INC000000505960	Catherine Groseclose	PC/Laptop	Performance	None		TIR Missed: No	0.49
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.70
INC000000505981	Burdean Wirtz	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000506026	Laverne Snow	Application	Error	None		TIR Missed: No	0.67
	Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed: No	0.67
INC000000506049	Darin Dennis	PC/Laptop	Password	Microsoft Windows 7		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	1.53

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INC000000506313	Tina Johnson	Application	Error	Citrix ICA Client	TIR Missed: No	0.25
	Application Services	Terry Forsgren	Health	Medium Resolved	TTR Missed: No	0.56
INC000000506331	Patricia Wilkinson	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Health	Low Resolved	TTR Missed: No	0.00
INC000000506344	Lexi May	Application	Error	Citrix ICA Client	TIR Missed: No	0.21
	Metro D Hosting	Steven Haderlie	Health	Low Resolved	TTR Missed: No	0.75
INC000000506377	Patsy Tingey	Application	Password	BlueZone	TIR Missed: No	0.26
	Operations Production Control	Christie Burnham	Health	Low Resolved	TTR Missed: No	0.29
INC000000506406	Elizabeth Fisher	Application	None	Novell GroupWise	TIR Missed: No	0.83
	Application Services	Bart Purser	Health	Low Resolved	TTR Missed: No	1.37
INC000000506421	Brian Muir	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	0.00
INC000000506439	Sue Hopper	Network	Incident	None	TIR Missed: No	0.21
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.21
INC000000506465	Jerdravee Morrison	Application	Password	Citrix ICA Client	TIR Missed: No	0.36
	Application Services	Terry Forsgren	Health	Low Resolved	TTR Missed: No	0.39
INC000000506479	Lonzo Liggins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.00
INC000000506503	Terri C Johnson	EIS Hardware	None	None	TIR Missed: No	0.70
	Strategic Communications	Luis Larios	Health	Low Resolved	TTR Missed: No	2.58
INC000000506561	Corina Pace	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.00
INC000000506581	Lynn Meinor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000506649	Mykio Saracino	None	None	None	TIR Missed: No	0.10
	Help Desk	Sarah Johnson	Health	Low Resolved	TTR Missed: No	1.28
INC000000506683	Melissa Evans	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low Resolved	TTR Missed: No	0.00
INC000000506684	Stephanie Robinson	Server	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000506685	Rick Sorenson	Network	Error	None	TIR Missed: No	0.74
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	2.20
INC000000506719	Phyllis Crowley	Network	Password	Women, Infant, and Children Nu	TIR Missed: No	0.00
	Metro D Desktop Support	Matthew Earl	Health	Low Resolved	TTR Missed: No	0.00

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INC000000506770	Terra Shockey	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.95
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	2.20
INC000000506890	Kimra Goble	Application	None	Utah Electronic Resource and E	TIR Missed: No	0.18
	Metro D Desktop Support	Eldon Jenson	Health	Low Resolved	TTR Missed: No	0.89
INC000000507009	Ann Granato	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Jed Patrick	Health	Low Resolved	TTR Missed: No	0.00
INC000000507029	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.09
	Operations Production Control	Christie Burnham	Health	Low Resolved	TTR Missed: No	0.48
INC000000507030	Carolyn Lund	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00
INC000000507234	Ann Granato	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low Resolved	TTR Missed: No	0.00